

<b>1. JOB DETAILS</b>	
<b>Job title:</b>	<b>Quality Support Officer</b>
<b>Accountable to:</b>	<b>Family Nurse Supervisor</b>
<b>Agenda for Change Band:</b>	<b>4</b>
<b>Location:</b>	<b>Gateshead</b>
<b>2. JOB SUMMARY</b> (A brief description of the main purpose of the post)	
<p>The quality support officer is responsible for a wide range of quality support and administrative functions including data management of the local programme. The oversight of FN data collection, collation, input and analysis through quality checking of data in Turas the FNP Information System, is a critical element of this role. The role supports the supervisor and team in analysis of data to inform clinical practice and to demonstrate how the programme is being delivered at individual nurse and team level to support programme delivery.</p> <p>The post-holder will have oversight of the team's data, working with the supervisor to ensure it is up to date and that reports are compiled for the advisory board, annual review and other relevant strategic forums, as required. Preparation for board meetings includes preparing meeting agendas, sending invites to board members, arranging meeting venues or co-ordinating virtual meetings and taking and distributing minutes. This data will be shared with senior managers, commissioners, boards and The National Unit. Therefore, accuracy and timeliness of data inputting is essential as well as competence with business systems and software packages</p> <p>To carry out this role effectively, the role holder should expect to work closely with members of the FNP team to facilitate effective co-working. This is a demanding role requiring high levels of administrative and communication skills and the ability to work proactively as part of a team. The post-holder will have a pivotal contribution to make in supporting the quality of every part of the programme.</p>	
<b>3. ROLE OF DEPARTMENT</b> (The function of the department in which the post holder works)	
<p>The Family Nurse Partnership Programme (FNP) is a national evidence-based programme that aims to improve the health and social outcomes for young expectant mothers and their babies from early pregnancy until their child is between 12-24 months old. The programme must be delivered in accordance with the license which requires replication of all its core model elements and a high regard for quality.</p> <p>The post-holder will have a pivotal contribution to make in supporting the quality of every part of the programme.</p> <p>FNP is an integral part of the wider 0-19 team in Gateshead and forms part of the partnership plus element of the Healthy Child Programme.</p>	

## **5. KEY WORKING RELATIONSHIPS**

(The range of individuals and organisations the post holder has contact with, how regularly and for what purpose)

The role is to some degree client and stakeholder facing, requiring a high level of inter-personal skills and personal confidence. Having a respectful and empathetic attitude will be essential, with the capacity to manage highly sensitive, highly complex and confidential information.

The role requires the post-holder to often work alone so will frequently be taking calls from many different stakeholders. This requires a high-level capacity to communicate, manage sensitive, confidential information safely and to know when and how to liaise with the FNP team out in the field.

The post holder requires a capacity to understand the therapeutic nature of FNP work and the level of risk the team can 'hold'.

## **6. DUTIES AND RESPONSIBILITIES OF THE POST**

### **PRINCIPLE RESPONSIBILITIES**

1. To provide comprehensive, high-level data, administrative and clerical support to the FNP team to a high level of quality.
2. To offer the family nurses practical assistance in preparing for visits, for example by printing and organising materials and resources, assembling equipment and kit for visits and activities. This includes physical and virtual resources.
3. To set up and maintain efficient office support systems, ensuring that FNP materials and resources are reproduced in a timely manner and efficiently organised to enable maximum clinical contact time for family nurses.
4. To develop a good understanding of the importance of the clinical and performance review requirements of the FNP Information System (Turas) and the local clinical recording systems.
5. To have excellent knowledge of Turas reports and dashboards, supporting new team members in accessing and using the system effectively.
6. To support the supervisor in analysing team data in Turas and clinical records to provide accurate and timely reports as required.
7. To take a lead role in team data, role modelling a culture of learning and data analysis to support the whole team to use data effectively to inform clinical practice.
8. To quality check data in Turas at regular intervals feeding back to the supervisor and team.
9. To prepare and summarise data in preparation for standardised reports.

## **Administrative**

### **CORE RESPONSIBILITIES General Office**

1. To creatively support the development of publicity and other materials for parents and stakeholders for the FNP Programme.
2. To be able to manage telephone and personal contact from clients and relatives, other staff members and external persons with intelligence, foresight, and sensitivity, strongly respecting the need for confidentiality.
3. To be responsible for sourcing, ordering, and managing a range of clinical support and office support resources.
4. To support adherence to local finance, administrative and human resource procedures to enable the team to function effectively.
5. Ad hoc tasks e.g., organisation of FNP graduation event and other promotional and workshop events.
6. Set up and maintain an efficient office, including effective electronic access to assist with virtual working if applicable. Ensure that the systems are regularly reviewed and adjusted to meet changing circumstances in liaison with the supervisor.
7. Ensure that risks to health and safety are minimised in the office, carry out regular checks and address any issues that are identified.
8. Source, order and manage the audit trail of various routine and extraordinary resources and equipment e.g., stationery, clinical equipment, technical items, travel tickets, in line with local policies and procedures.
9. Sort, distribute and where appropriate deal with correspondence and messages – both verbal and written to a high-quality standard.
10. Be responsible for prioritising own workload efficiently including maintenance of diary, responsiveness to emails, ensuring strict deadlines are met.
11. Keep knowledge and skills up to date. Ensure mandatory training is kept up to date.
12. Be prepared to work with The National Unit and quality support officers across the FNP community nationally.
13. Type material from audio or handwritten notes including correspondence, reports, Board minutes, presentations and other documents using all Microsoft Office packages.

### **FNP data and local clinical systems management**

14. Utilise computerised data entry equipment and various word processing, spreadsheet, and file maintenance programmes, such as Excel, to enter, store and retrieve information as requested and summarise data for purpose of report preparation.
15. Be responsible for efficient processing and secure storage of all paper records and electronic information systems for all FNP clients and staff members
16. Manage team member access to ensure they are activated and deactivated on Turas in a timely manner.
17. Input FNP data, as required, in a timely and accurate manner into Turas and work with the FNP supervisor to establish and maintain data management and quality assurance systems and processes.
18. Comply with the FNP requirements for efficient, timely and secure collation and compilation of statistical information from Turas as required by the supervisor, FNP advisory board or FNP National Unit.

19. Check data forms for completeness and accuracy.
20. Ensure the systems for follow-up of inaccurate and/or missing data are agreed with the supervisor and team, that these are robust and can support the role holder to confidently follow up with team members when necessary.
21. Provide accurate monitoring information in a timely way as required by the FNP Lead, supervisor, the team and commissioners.
22. Manage waiting lists, referrals, and tasks within clinical recording systems, assist with exception reporting and liaise with system analysts for reporting purposes

### **Team Support**

1. Support the scheduling and organisation of meetings for the FNP team
2. Prepare agendas, attendance lists, transcribing, and typing minutes of meetings, circulating, and distributing papers as required.
3. Arrange home visits to clients and make reminder calls for visits as requested by the supervisor and family nurses.
4. Book translation services as required for team members.
5. Undertake team support tasks e.g. designing and creating clinical support materials, photocopying, organisation of stock to facilitate easy access for family nurses to take for daily home visits.
6. Ensure timely provision of information to clients and staff in line with service requirements e.g. appointments, meetings.
7. Develop publicity material for parents and stakeholders for the FNP Programme.
8. Manage the team skills practice timetable including managing invitations and requests from stakeholders and interested parties for the whole year.
9. Organising and co-ordinating local FNP events.
10. Collating and organising significant aspects of the annual review report e.g. assisting supervisor with dashboard data, amalgamating final report including contributions from FAB board chair, commissioner, FNP lead, safeguarding, FNP supervisor and family nurses.
11. Support supervisor, as required with team recruitment processes.

### **Inter-Personal Responsibilities**

1. Maintain confidentiality and adhere to organisational policies and procedures.
2. Ensure a friendly and welcoming point of contact to all service users, giving prompt attention to their requests, directing enquiries, and signposting as appropriate.
3. Deal with information in a tactful, sensitive, and strictly confidential manner, showing empathy and judgement, in liaison with appropriate professionals as required.
4. Manage phone calls or drop-in visits from clients, team members etc. with sensitivity, passing on information in an appropriate and timely way. NB this may occasionally mean managing distressing information or people in distress.

### **Other**

1. Undertake any other duties commensurate with the role as agreed supervisor.
2. Communicates sensitive and confidential information with a wide range of stakeholders.

## **Most challenging part of the job**

To consistently manage data accurately over a sustained period of time. Manage daily local FNP data base. Complete monthly local dashboard by collecting and collating data from team.

To produce summary analytical reports for the FNP Team and Advisory Board

To provide an efficient, effective, high level administrative support service to the FNP team.

To prioritise the many different job tasks - data entry, data accuracy, data quality, monthly report deadlines, administrative support and being a team player.

To work as an autonomous QSO who must consistently demonstrate a high level of priorities to service users, FNP team and other stakeholders

## **Equality and Diversity**

It is the responsibility of every member of staff to understand our equality and diversity commitments and statutory obligations under current equality legislation including the Equality Act 2010.

1. Act in ways that support equality and diversity and recognises the importance of people's rights in accordance with legislation, policies, procedures, and good practice.
2. Valuing people as individuals, treating everyone with dignity and respect, consideration and without prejudice, respecting diversity and recognising peoples expressed beliefs, preferences and choices in working with others and delivering appropriate services.
3. Recognise and report behaviour that undermines equality under organisational policy.
4. Be consciously aware of own behaviour and encourage the same levels of behaviour in colleagues.
5. Acknowledge others' different perspectives and recognise the diverse needs and experiences of everyone they meet.

With the support of managers, develop an equality and diversity objective through the personal development review process.

## **Health and Safety**

Employees are responsible for taking reasonable care for both their own health and safety and the health and safety of colleagues.

Staff are responsible for ensuring that they do not intentionally misuse or interfere with anything provided in the interests of health and safety or welfare e.g. misuse of equipment.

Staff are required to adhere to any specific instructions and policies that relate to the use of any specialist equipment.

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

This role may require some development of the job description in response to local need. These developments will be discussed with both the postholder and the line manager.

This job description is not intended to be exhaustive, but to indicate the main responsibilities of the post. All job descriptions will be reviewed periodically and are subject to amendment following discussion with the manager and the post holder.

## **7. WORK SETTING AND REVIEW**

(Who is responsible for setting and reviewing the work, the extent to which the post holder works unsupervised, and the extent to which they are free to act without direct reference to a more senior person)

The postholder may be expected to travel across sites, dependent upon team bases and may be required to work remotely from home at times. This will be dependent upon the team and organisational needs, as agreed with line manager.

The postholder will be expected to use VDU equipment for a large percentage of their time.

The postholder may be expected to lift small items. This may include moving tables and chairs, carrying papers, audio-visual equipment, training materials and stationery stock.

## **Confidentiality**

All information available within the duties of this post is strictly confidential. Disclosure to any unauthorised person is regarded very seriously by the organisation and may lead to disciplinary action.

## **8. JOB DESCRIPTION AGREEMENT**

Post holder's signature .....

Date .....

Line Manager's signature .....

Date .....

## PERSON SPECIFICATION

### POST TITLE: Quality Support Officer

Factor	Essential	Desirable
Knowledge and qualifications	NVQ level 3 in admin/business or equivalent Maths and English GCSE A-C or equivalent Evidence of continuous professional development ECDL and/or advanced keyboard skills A recognised secretarial qualification or minimum 3 years admin/clerical experience.	Minimum 3 years equivalent admin/clerical experience. Some understanding of the Family Nurse Programme Children's health and social care knowledge
Experience	Working in an office environment Proficient in Word, excel database systems PowerPoint, Publisher Internet proficient Email proficient Clinical data inputting Creating tables/graphs to illustrate data	Previous experience of SystmOne

Skills and competencies (demonstrable abilities)	<p>Report writing</p> <p>Proficient keyboard skills and pays attention to detail</p> <p>High level of written and verbal communication skills with the ability to demonstrate fluency, clarity and effectiveness.</p> <p>Ability to manage learn and adapt to clinical systems.</p> <p>Time management skills and to prioritise effectively to meet timescales with minimum supervision.</p> <p>Ability to problem solve</p> <p>Be able to work on own initiative</p> <p>Excellent team working skills</p> <p>Ability to deal with highly confidential client/staff information</p>	
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Attributes	<p>Non-judgemental</p> <p>Calm manner and a positive supportive approach</p> <p>Willing to learn and develop in a changing environment</p> <p>Warmth and flexibility</p> <p>Aligned to the values and ethos of FNP</p>	



Other requirements	Hold a full UK driving licence and be able to travel to different community bases.	

**PERSON SPECIFICATION AGREEMENT**

Post holder .....  
Date .....  
  
Line Manager .....  
Date .....

Each of the above points should be considered in the light of minimum requirements listed in the job description.